SENIOR ADMINISTRATOR

WEST BROMWICH

£20,138 TO £21,654 PER ANNUM, 35 HOURS PER WEEK

This role is to be based primarily at our West Bromwich offices. However the Senior Administrator will also be responsible for the management of support staff at our Banbury office and will travel between these sites.

At Sanctuary we are committed to providing excellent customer service and are looking for an enthusiastic and highly organised Senior Administrator to join our team. You will be responsible for overseeing and co-ordinating the provision of an efficient and effective support and administration service for the Regional Maintenance Services team. This role will include organising and maintaining effective administrative systems and records, collating information and responding to enquiries relating to appropriate policies and procedures.

With the ability to provide a high quality customer service to a wide range of customers with diverse needs, you will have excellent written and verbal communication skills and share our passion for delivering high standards to meet the needs of our clients. Strong knowledge of Microsoft packages including Word, Excel and Outlook (or similar) is also required.

This is a chance to join a specialist and successful team that delivers a quality of service to all our customers. You will be provided with the relevant training and support to carry out this role.

As travel is a requirement of this role, a full driving licence and access to a vehicle is desirable.

Excellent benefits include 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2440.

Closing date: 5pm on 30th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

SENIOR ADMINISTRATOR

Reports to:	Operations Manager (Maintenance)
Scope:	▪ Office based with occasional travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To co-ordinate an efficient and comprehensive support and administrative service to the Planned Maintenance, IMS and Reinvestment teams within the Property Services function.

CONTEXT

This job sits within the regional Property Services team based in the Midlands, which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective facilities management and property repairs service throughout the UK.

The job holder is responsible for overseeing and co-ordinating the provision of an efficient and effective support and administration service for the Regional Property Services teams; Planned Maintenance, Responsive and Reinvestment covering areas such as contractor management, compliance, planned and reinvestment programmes, aids and adaptations.

The job holder is required to operate within the appropriate organisational policies and procedures in the provision of their services which may include organising and overseeing the following; preparing presentations and reports, collating information and providing KPI data, attending meetings, mailbox management, maintaining accurate and timely records, internal and external communications (including resident liaison), liaising with third party contractors, customer satisfaction administration, telephone surveys, purchasing, accruals and invoice management, overseeing the arrangement of meetings and associated administration. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will ensure that health and safety and healthy working conditions are promoted within their area of responsibility and that staff understand their responsibilities for and fulfil their duties in accordance with the Group health and safety policies and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Deliver, co-ordinate, improve, maintain and monitor effective and efficient administrative systems to support the delivery of services in accordance with policies, procedures and relevant regulations.
   Measure: Timely and efficient completion of allocated duties, maintenance of efficient filing systems, accurate and timely maintenance of records

2. Support the regional Property Services team by ensuring accurate and timely information is collected, collated, prepared and presented to ensure regulatory and other standards are continuously met or exceeded
   Measure: Information provided to agreed timescales and in easily understandable and most appropriate format and accurate collection, collation and presentation of information

3. Support the management and maintenance of relationships with internal and external stakeholders, residents and contractors, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately, including investigating and responding to complaints.
   Measure: Meeting service standards, feedback, problems resolved efficiently, feedback

4. Oversee the arranging of meetings including attendance, information preparation, minute-taking and follow-up administration to ensure effective organisation and record keeping.
   *Measure: Accuracy of minutes, efficiency of meeting*s

5. Manage the recruitment, performance management and development of quality staff to ensure required skilled staff available to meet business needs.
   Measure: Number of vacancies, recruitment costs, staff turnover, performance management issues, business needs met

RESOURCES

Finance	Required to deliver value for money services
Staff	Up to 6 direct reports
Other	Provides administrative support to the regional Property Services team

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
Continuous Improvement	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
Customer Service	Takes personal responsibility for resolving customer service issues.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.
Developing Others	Gives short-term task-related instruction or helpful suggestions to support development.
Managing Performance	Puts in place clear boundaries around acceptable behaviour and performance; firmly says no to unreasonable requests.

	Essential	Desirable
Qualifications and Attainments		
▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE)		√
▪ Secretarial qualification, NVQ3 in business administration or experience to a similar level	√	
▪ Full, current driving licence		√
Work Experience		
▪ Proven experience of providing administrative support to senior management	√	
▪ Recent experience of undertaking a similar role	√	
▪ Proven experience of working to deadlines and prioritising work loads	√	
▪ Some experience of organising events		√
▪ Some knowledge of producing quality compliance and statistical information		√
Skills		
▪ Excellent communication skills including clear written and spoken English	√	
▪ Excellent interpersonal and customer care skills	√	
▪ Basic negotiation and presentation skills	√	
▪ Excellent organisational skills	√	
▪ PC literacy — Ability to use and update computerised systems (including PDA) for work scheduling	√	
Intermediate Microsoft Word or similar	√	
Basic Microsoft Excel or similar	√	
Intermediate Microsoft Powerpoint or similar	√	
Basic knowledge of V5 Housing system or similar	√	
Basic knowledge of Keystone asset management or similar	√	
Email and internet communications	√	